

**Request for Proposal**  
**for**  
**IT Facility Management Services**



**Information Technology Department**  
**Head Office, National Housing Bank**  
**Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,**  
**New Delhi - 110 003**  
**Phone: 011-24611070**  
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**BID DETAILS**

1.	Date of commencement of sale of Bidding Documents	21/09/2010
2.	Last date and time for sale of Bidding Documents	19/10/2010 17.30 hrs
3.	Last date and time for receipt of Bidding Documents	19/10/2010 17.30 hrs
4.	Date and Time of Technical Bid Opening	20/10/2010 12.00 hrs
5.	Cost of RFP (Cheque at par/DD should be drawn in favour of “National Housing Bank”)	Rs. 5,000/- (non refundable)
6.	Earnest Money Deposit Amount (Cheque at par/DD should be drawn in favour of “National Housing Bank”)	Rs.1,00,000/- (Rs. One Lac Only)
7.	Place of opening of Bids	National Housing Bank, Information Technology Department Head Office Core 5-A, 3 <sup>rd</sup> Floor, India Habitat Centre, Lodhi Road, New Delhi – 110003

**Note:- Technical bids will be opened in the presence of bidders who choose to attend as above**

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## **INSTRUCTION TO BIDDER**

### **National Housing Bank**

National Housing Bank (NHB), a statutory organisation is a wholly owned subsidiary of the Reserve Bank of India, formed under an Act of the Parliament.

NHB is the regulator for housing finance companies (HFC). It also provides finance to financial institutions such as Banks, HFCs, Co-operative Sector Institutions, Housing Agencies, etc. under its various schemes benefiting the masses both in urban and rural areas.

The head office of NHB is located in New Delhi and a regional office located at Mumbai. It has representative offices located at Hyderabad, Chennai, Bengaluru and Kolkata, Lucknow & Ahmedabad.

### **1. PURPOSE**

National Housing Bank (hereinafter referred to as the Bank) with Head Office at New Delhi is interested to take 'IT Facility Management Services' from a single vendor for maintaining different IT related activities as defined in the scope of work. The scope of the system can be enhanced as per the requirements of the Bank.

1.1 The purpose of RFP is to solicit proposals from qualified bidders for maintaining various IT related activities at the Bank's identified locations.

1.2 Technical and commercial bids are invited from bidders for providing various IT related services as per the terms and conditions mentioned hereunder. Technical and commercial bids have to be submitted separately.

### **2. SCOPE OF WORK**

**A brief overview of the Services required is outlined below.** However, the complete scope and services required are described in **Annexure -D.**

**2.1 Project Scope**

- 1. Datacenter Management (Including UPS)**
- 2. Server & Storage Management**
- 3. Database Management**
- 4. Network Management**
- 5. Information Security Management**
- 6. Antivirus Management**
- 7. Performance Reporting**
- 8. Desktop Management with End-user Support**

**Requirements of Engineer**

<b>Sr. No.</b>	<b>Description</b>	<b>Quantity</b>
1.	Project Manager. The role will be coordinating with on-site support engineers for resolution of problems and deputing senior engineers from the company on need basis.	One (Off- site)
2	On-site Desktop cum Server administrator. {At NHB: HO} The role will be System Administration, Antivirus Administration, Troubleshooting of hardware, operating system, Taking O/s level backup etc.	One (on-site) during prime shift (9.30 AM-7.00 PM) on weekdays; Available on call on other shifts and weekends.

3a)	<p>Network Administrator. {At NHB:HO}</p> <p>The role will be Administration of network and security infrastructure of our bank and Troubleshooting of network and security components.</p>	<p>-One (on-site) during prime shift (9.30 AM-7.00 PM) on weekdays <b>for 3 weeks per month</b>. Available on call on other shifts and weekends.</p>
3b)	<p>One Database Administrator.</p> <p>The role will be Database Administration, Troubleshooting and performance tuning of databases components, taking regular backups in presence of Bank's designated DBA.</p>	<p>-One (on-site) during prime shift (9.30 AM-7.00 PM) on weekdays <b>for 1 week per month</b>. Available on call on other shifts and weekends.</p> <p>If either of the two on site engineers deputed at NHB:HO possesses adequate knowledge &amp; experience in database administration, separate DBA may not be required to be deputed for one week. In that case, same engineers (two numbers) deputed on-site, may also manage the DBA activities.</p>
4	<p>On-site Data-centre Administrator {DR Site - Mumbai}</p> <p>System Administration, Antivirus Administration, Troubleshooting of hardware, Operating system for the Mumbai Regional Office(MRO).</p> <p>Administration and management of the data centre - servers and other equipment therein.</p> <p>Restoring and testing backup media on relevant servers sent to the MRO.</p>	<p>One (on-site) during prime shift (9.30 AM-7.00 PM) on weekdays; Available on call on other shifts and weekends.</p>

5	Help desk coordinator	<p>One during general shift 9.30 AM to 7.00 PM on weekdays;</p> <p>The on-site engineers deputed at the Bank's premises may also act as help desk coordinator. If they can manage both the activities upto the expectation of the Bank. In that case no separate help desk coordinator is required to be deputed at Bank's premises.</p> <p>However, the service provider has to provide licensed version of software tool for managing the call logs electronically.</p>
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**GENERAL:**

- Bank will take Facility Management services from the selected vendor, no separate AMC/ATS supports which are taken by the Bank with the OEM will be continued after expiry of the same.
- Shortlisted bidder has to provide service/support on 24\*7 basis.
- Support engineers of the shortlisted bidder should always be present in Bank premises during working hours.
- The shortlisted bidder has to maintain confidentiality about all the applications, database and network set up of the Bank and should not divulge it to any person/organization not related to the Bank. In this regard the shortlisted vendor will be required to execute a confidentiality cum non-disclosure agreement with the Bank.

- No other holidays will be applicable to the support engineers except Sundays and bank's holidays. If vendor's engineers are required to visit at Bank office on Sundays/Holidays, pro-rate amount as per approved rate will be payable by the bank.
  
- The engineer/engineers will work at NHB HO: ITD, Core 5A, India Habitat Centre, New Delhi and one on-site engineer will work at Bank's DR-Site, Mumbai. If support engineer/engineers are required to visit any site/Bank offices in Delhi/NCR, Bank will reimburse the Auto fare from Bank office as per banks rate. For visiting Outside Delhi/NCR offices, the engineer will get TA/DA reimbursement as per entitlement of Scale-I officer of the Bank. The same is applicable for the engineer deputed at Mumbai. All the payments will be made to the vendor.
  
- No other allowances will be paid by the Bank. Bank will not provide any accommodation to assistance support engineers.

Detailed user requirements are enclosed in Annexure 'D'. **Applicant should submit unqualified acceptance in the prescribed format (Annexure-B) on fulfillment of our requirements mentioned in Annexure-D.**

### **3. PERIOD OF CONTRACT**

The contract will be valid for **3 years** from the acceptance of the Order subject to **yearly review. If, during the yearly review, the performance of the selected bidder is not found up to the mark then the Bank has the discretion to cancel the contract.**

### **4. UPTIME OF IT INFRASTRUCTURE AND LEVEL OF SERVICES**

Service provider has to ensure 99% uptime of the overall IT infrastructure of the Bank. Uptime will be monitored by NHB IT Department and discussion on the same will be held at NHB:HO on periodic review meeting wherein the designated NHB officer/officers and the Project Manager from selected service provider will be present.

<b>Severity Level*</b>	<b>Response Time</b>	<b>Resolution Time</b>	<b>Benchmark</b>
S1 – Critical Problems	Immediate (Maximum 5 Minutes)	Maximum 2 Hours	99% of the cases
S2 – Major Problems	Maximum 10 minutes	Maximum 4 Hours	99% of the cases
S3– Moderate Problems	20 minutes	Maximum 5 Hours	98% of the cases
S4 – Minor Problem	30 minutes	By same day	98% of the cases for single installation
		In rest of the cases, the planned activities shall be decided mutually.	

### **\*Severity Level – Definitions**

<b>Severity</b>	<b>Definition</b>
S1 – Critical Problems	A problem that affects entire site / network or 80% of the users in a location or any of the NHB offices connected with Data Center (Delhi Office) e.g Server Down, Network down, domain controller down , Notes Hub Server down, Severe Virus attack etc
S2 – Major Problems	A problem that affects a typical group of users at least 25% e.g Hub/Switch is down or Network Printer is down, Virus on many devices, Local File Server / Print Server down
S3 – Moderate Problems	A problem that affects a typical user e.g. Individual PC is down on Connectivity to LAN is affected.

S4 – Minor Problem	A problem that affects the productivity of user / users e.g. Monitor / Printer is down or some Software component is down. Or configuration issues etc etc. Planned installations, movement, addition and changes to software and hardware inventory
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## **5. DOWNTIME CALCULATION/REVIEW METHODOLOGY**

Down time will be calculated by assigning appropriate weight to each severity parameter. The basis of downtime calculation is as follows:

<b>Severity</b>	<b>Weight</b>	<b>Formula for Downtime Calculation (Downtime in hours)</b>
S1	1	Weight * Down time in Hours
S2	.4	Weight * Down time in Hours
S3	.02	Weight * Down time in Hours X No. of users affected
S4	.01	Weight * Down time in Hours X No. of users affected

8 hours down time during prime shift (09:30 A.M. to 07:00 P.M.) shall be considered as full day downtime for the overall IT infrastructure of the Bank. Downtime-day will be calculated on pro-data basis (e.g. 20 Hrs down time means 2.5 Downtime-Day). For downtime percentage calculation following formula will be applicable.

$$\text{Quarterly downtime \%} = (\text{downtime-day} * 100) / 75$$

(\* indicates multiplication)

## **6. PENALTY CLAUSE**

Penalty will be charged as 2% of the total contract rate per year for each 1% decrease in the uptime (Desired uptime is 99 %) with a maximum of 18% of the contract cost. If the uptime falls below 90%, contract / Order may be cancelled and bank may claim entire advance amount with interest from the vendor with additional 10% of the yearly contract cost as

penalty.

The penalty clause is also applicable for any of the absence of on-site support engineers. 1% of the total contract cost will be deducted for any leave taken upto a maximum of 20%. Any further absence may lead to the canceling of order with additional 10% of the contract cost as penalty.

### **7. COST OF BIDDING**

The bidder shall bear all the costs associated with the preparation and submission of bid and Bank will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

### **8. BIDDING DOCUMENT**

The bidder is expected to examine all instructions, forms, terms & conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

### **9. AMENDMENTS TO BIDDING DOCUMENTS**

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the Bank. All amendments will be updated on the NHB website with appropriate markings. The amendments may also be delivered by hand / post / courier or through e-mail or faxed to all bidders, who have received the bidding document. For this purpose bidders must provide name of the contact person, mailing address, telephone number and FAX numbers on the covering letter sent along with the bids.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

### **10. PERIOD OF VALIDITY**

Bids shall remain valid for **six months** from the date of bid opening prescribed by the Bank. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

### **11. BID CURRENCY**

Prices shall be expressed in Indian Rupees only.

### **12. BIDDING PROCESS (TWO STAGES)**

For the purpose of the present job, a two-stage bidding process will be followed. The response to the RFP will be submitted in two parts:

- Technical bid                      Part I
- Commercial bid                    Part II

The bidder will have to submit the Technical bid and Commercial portion of the bid separately in two separate red lac-sealed envelopes (wax seal), duly super scribing **“IT FACILITY MANAGEMENT SERVICES”**, **“TECHNICAL BID”** or **“COMMERCIAL BID”** as the case may be.

TECHNICAL BID shall not contain any pricing or commercial information.

The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized by him. The authorization shall be indicated by a written power of attorney accompanying the Bid. All pages of the Bid shall be initialed by the person(s) signing the Bid.

The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections shall be initialed by the person(s) signing the Bid.

### **13. SUBMISSION OF BIDS**

The bidders shall duly seal each envelope and place both the envelopes in a third envelope, which shall also be sealed. **A forwarding letter signed by an authorized signatory of the company indicating the documents/DDs/Cheques enclosed, should be sent along with the technical bids.**

The bid should be addressed to Bank at the following address up to the time and date mentioned on page 2 of this document.

General Manager - ITD  
National Housing Bank,  
Head Office  
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,  
New Delhi – 110003

#### **14. LAST DATE AND TIME FOR SUBMISSION OF BIDS**

Bids must be received by the Bank at the address specified in the Bid Document not later than the specified date and time as indicated in the Bid Document or as extended by the Bank as per clause 9. In the event of the specified date of submission of bids being declared a holiday for the Bank, the bids will be received up to the appointed time on next working day.

#### **15. LATE BIDS**

Any bid received by the Bank after the deadline for submission of bids will not be valid. Invalid bids will not be considered for further processing.

#### **16. MODIFICATIONS AND/OR WITHDRAWAL OF BIDS**

- Valid bids once submitted will be treated, as final and no further correspondence will be entertained on this.
- No bid will be modified after the deadline for submission of bids.
- No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

#### **17. CONTENT OF DOCUMENTS TO BE SUBMITTED**

##### **17.1 Documents required in Technical Bid Envelope (Sealed Cover):**

- i. Bidder's information as per part "I" of Annexure-'A'.
- ii. Service Information as per part "II" of Annexure –'A'.

- iii. Undertaking Letter as per part “III” of Annexure –‘A’.
- iv. Compliance Statement Declaration – Annexure-‘B’

### **17.2 Documents required in Commercial Bid Envelope (Sealed Cover):**

- I. Commercial offer: The offer should be as per commercial bid format in Annexure ‘C’ and should be **all-inclusive, including taxes and other Govt. levies, the cost of equipment, its installation, configuration and maintenance etc.**
- II. Bidder shall provide the list of the service areas where it intends to provide services and for which rates have been quoted in response to this RFP. The list shall also be mentioned at annexure C along with the quoted price.

### **18. PAYMENT SCHEDULE**

Payment will be made on yearly basis.

- a. **50 % of annual rate as advance Payment on starting on annual facility management service. Advance payment will be released only on submission of Performance Bank Guarantee of equal amount valid up to the contract period mentioned in the work order.**
- b. **50% of annual rate after completion of each 6 months of services.**

**Note:** The successful bidder has to submit the Performance Bank Guarantee of 50% of the yearly rate within one month of award of contract, valid up to the contract period (i.e. Three year or termination of contract whichever is earlier). If the selected vendor does not submit Bank Guarantee within one month of placement of order, no advance amount will be released and entire payment will be made only after live implementation.

### **19. BID OPENING AND EVALUATION**

The Bank will open the technical bids, in the presence of Bidders representative who choose to attend, at the time and date mentioned in Bid document at the address mentioned at clause-13 titled “Submission of Bids”.

The bidders or their representatives, who are present, shall sign register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for Bank,

the bids shall be opened at the appointed time and place on next working day.

In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed. In the second stage, the COMMERCIAL BID of short-listed bidders will be opened. Bank reserves the right to accept or reject any technology proposed by the bidder without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders.

Commercial bids of those bidders whose technical bids are found suitable by the Bank shall only be opened.

## 20.1 EVALUATION CRITERIA FOR THE BIDDING PROCESS

The bids received from the firms would be evaluated on the basis of their technical and financial competencies. The technical competencies would be evaluated first and only the firms having the requisite qualifying technical score would be eligible for the financial bid round. The composite score of the technical and financial competencies would be considered as the final score for the firm and firm with highest composite score would be considered for the project.

### Technical Bids

Criteria and Point system for the evaluation of the Technical bids are as under:

Maximum Points 100

	Criteria Points	(Max Marks)
1. Registration Certificate from Registrar of Firms / Company		Max Marks 10
a. Proprietorship	03	
b. Partnership	03	
c. Pvt. Ltd. Co.	05	
d. Ltd. Company (Public)	10	
* No Registration applicable for Individual Proprietorship firm		
2. List of Clients (with respect to Annual Maintenance Contracts) (Only currently valid contracts considered for points award)		Max Marks 20

<ul style="list-style-type: none"> <li>For 5 or more in Govt. Sector / PSU/Banks/FIs in India with Centralized Data Centre</li> </ul>	20	
<ul style="list-style-type: none"> <li>For 3 or More Govt. Sector / PSU/Banks/FIs in India with Centralized Data Centre</li> </ul>	10	
<ul style="list-style-type: none"> <li>For less then 3 Govt. Sector / PSU/Banks/FIs in India with Centralized Data Centre</li> </ul>	05	
<ul style="list-style-type: none"> <li>Private clients</li> </ul>	00	
3. Satisfactory Services Certificate pertaining to IT facility management (ITFM)/ Data Center Management (DCM)services from atleast two Clients (Should be current and valid)		Max Marks 10
<ul style="list-style-type: none"> <li>Satisfactory Services Certificate by two Clients</li> </ul>	10	
<ul style="list-style-type: none"> <li>Satisfactory Services Certificate by one Client</li> </ul>	05	
<ul style="list-style-type: none"> <li>Satisfactory Services Certificate by none</li> </ul>	00	
4. Track of being in the ITFM/DCM for atleast 5 years		Max Marks 10
<ul style="list-style-type: none"> <li>Being in the Business for atleast 5 years</li> </ul>	10	
<ul style="list-style-type: none"> <li>Being in the Business for 3 to 5 years</li> </ul>	5	
<ul style="list-style-type: none"> <li>Being in the Business for less than 3 years</li> </ul>	00	
5. Test and Repair Workshop in NCR		Max Marks 10
	If yes	10
	If no	00
6. ISO Certification or CMM level-II certification For Maintenance of Computer Hardware		
a) If Yes	10	Max Marks 10
b) If No	00	
7. Technical & Qualified Manpower (Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in AMC support for Computer Hardware / Database / Network equipments etc. )		Max Marks 20
50-99 Qualified & Experienced Engineers	08	
100-149 Qualified & Experienced Engineers	12	
150-199 Qualified & Experienced Engineers	15	
200 & above Qualified & Experienced Engineers	20	

8. Turnover for Last 3 years (with respect to Services / Annual Maintenance Contract only)		Max Marks 10
Rs. 3 Crore to 5 crore	04	
Rs.5 Crore to 8	06	
Rs. 8 Crore to 10 crore	08	
Rs. 10 Crore and above	10	

**Bidders need to provide copies of supporting documents attested by authorized signatory against each criteria mentioned above; without which bid may be rejected.**

**The minimum qualification score for the Technical Bid would be 70.**

## 20.2 FINANCIAL BID

Only firms successfully qualifying the requisite criteria of the Technical Bid process would be considered eligible for the Financial Bid Round.

The evaluation of the Financial Bids would be as follows:

- ◆ The lowest bid will be assigned the maximum Financial Score of 100 points.
- ◆ The Financial Scores of the other Financial Bids will be computed relative to the lowest evaluated Financial Bid.
- ◆ The Financial Score computing methodology is as follows:

$$\text{Financial Score}_{\text{Bid under consideration}} = \frac{100 \times \text{Price}_{\text{Lowest Bid}}}{\text{Price}_{\text{Bid under consideration}}}$$

## Final Processing

- ◆ Proposals would be ranked according to their Final Score arrived at by combining Technical and Financial Scores as follows:

$$\text{Final Score} = \text{Technical Score} \times \mathbf{T} + \text{Financial Score} \times \mathbf{F}$$

(**T** - Weightage given to the Technical Bid, **F** - Weightage given to the Financial Bid, **T + F = 1**)

- ◆ Weightage for the bids are as follows:

I. <b>Technical Bid</b>	T	60%
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II. <b>Financial Bid</b>	F	40%
<b>Total Weightage</b>		<b>100%</b>

- ◆ The firm achieving the highest combined Technical and Financial Score will be invited for negotiations.
- *The Bank reserves the right to revise the evaluation criteria, methodology, distribution points and weightages; if it finds it necessary to do so.*

## **21. CLARIFICATIONS OF BIDS**

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask in writing the bidder for clarification and response shall be in writing.

However, no change in the price or substance of the bid shall be sought, offered or permitted.

## **22. PRELIMINARY EXAMINATION**

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The bid determined as not in order as per the specifications will be rejected by the Bank.

## **23. CONTACTING THE BANK**

Any effort by bidder to influence the Bank in the Bank's bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidder's bid. Bank's decision will be final and without prejudice and will be binding on all parties.

## **24. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS**

The Bank reserves the right to accept or reject any bid as well as scrap bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action.

Bank reserves the right to select more than one bidder keeping in view its large requirements.

**25. SIGNING OF CONTRACT.**

The successful bidder(s) to be called as vendor, shall be required to enter into a Service level Agreement (SLA) with the Bank, within 7 days of the award of the tender or within such extended period as may be specified by the Bank.

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**Annexure 'A'****PART - I: Bidder Information**

Please provide following information about the Company (Attach separate sheet if required): -

<b>S. No.</b>	<b>Information</b>	<b>Particulars / Response</b>
1.	Company Name	
2.	Date of Incorporation	
3.	Company Head Office / Registered Office and Addresses Contact Person(s) Phone Fax E-mail Website	
4.	Provide the range of services /options offered by you covering service description and different schemes available for: <ul style="list-style-type: none"> <li>○ Datacenter Management</li> <li>○ Server &amp; storage Management</li> <li>○ Database Management</li> <li>○ Network Management</li> <li>○ Information Security Management</li> <li>○ Antivirus Management</li> <li>○ Performance reporting</li> <li>○ Desktop Management and End-user Support</li> </ul>	Yes / No / Comments (if option is 'No')
5.	Any pending or past litigation (within three years)? If yes please give details	Yes/No/Comments (if option is 'Yes')

6.	Please mention turnover for last three years and include the copies of Balance Sheet in support of it.	Year	Turnover	Profit/Loss(-)
		2006-07		
		2007-08		
		2008-09		

**Signature of Bidder****PART – II: Service Information**

<b>S. No</b>	<b>Service / support</b>	<b>Name of organization where the service/support is provided</b>	<b>Duration of support (in years)</b>
1	Datacenter Management		
2	UPS Management		
3	Server & storage Management		
4	Database Management		
5	Network Management		
6	Information Security Management		
7	Antivirus Management		
8	Performance reporting		
9	Desktop Management and End-user Support		

We confirm that, all the details mentioned above are true and correct and if the Bank observes any misrepresentation of facts on any matter at any stage of evaluation, the Bank

has the right to reject the proposal and disqualify us from the process.

We hereby acknowledge and unconditionally accept that the Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP document, in short listing of vendors for providing software solution.

We also acknowledge the information that this bid is valid for a period of six months, for the short-listing purpose, from the date of expiry of the last date for submission of bid.

**SIGNATURE OF VENDOR WITH SEAL**

**NAME OF THE AUTHORISED SIGNATORY**

**PART – III:**

**Letter to be submitted by bidder along with bid documents**

To  
The General Manager  
National Housing Bank,  
Information Technology Department  
Head Office  
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,  
New Delhi – 110003

Sir

**Reg: Our bid for IT Facility Management services**

We submit our Bid Document herewith.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We understand and agree that you are not bound to accept the lowest or any bid received by you, and you may reject all or any bid; you may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

We understand that the names of short listed bidders after the completion of first stage (Technical Bid) and the name of the successful bidder to whom the contract is finally awarded after the completion of the second stage (Commercial Bid), shall be communicated to the bidders either over phone/e-mail/letter.

Dated at \_\_\_\_\_ / \_\_\_\_\_ day of \_\_\_\_\_ 200\_.

Yours faithfully,

For \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

(Authorised Signatory)

**Annexure-B**  
**COMPLIANCE STATEMENT**  
**DECLARATION**

**Terms and Conditions**

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

**Signature:**

**Seal of company**

**Technical Specification**

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

List of deviations

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_

(If left blank it will be construed that there is no deviation from the specifications given above)

**Signature:**

**Seal of company**

**Annexure 'C'****Format for Commercial Bid:**

<b>S. No.</b>	<b>Particulars</b>	<b>Rate(In Rs.)</b>
<b>1</b>	<b>Service / support for:</b> <ul style="list-style-type: none"> <li>○ Datacenter Management (including UPS)</li> <li>○ Server &amp; storage Management</li> <li>○ Database Management</li> <li>○ Network Management</li> <li>○ Information Security Management</li> <li>○ Antivirus Management</li> <li>○ Performance reporting</li> <li>○ Desktop Management and End-user Support</li> </ul>	<b>For 1<sup>st</sup> Year:</b>
		<b>For 2<sup>nd</sup> Year</b>
		<b>For 3<sup>rd</sup> Year</b>
<b>2.</b>	<b>Total</b>	

**(B). The bidder has to submit the commercial bid only in the above format and only consolidated yearly rate for all the services (no bifurcation) are to be quoted. All taxes and duties are inclusive.**

**Note: Providing commercial proposal other than this format may reject the bid.**

**For computation of Financial Score, the total consolidated price/rate for 3 years will be taken.**

**Annexure - D**

**Facility Management Services Specifications**

**System requirements**

**Datacenter Management**

Temperature control, proper cabling, proper arrangement of servers, dust control, cleaning equipments, physical security, Managing and maintenance of UPS.

**Server & Storage Management**

Applications are ported on IBM Xeon Servers with Windows 2000 Advanced Server and Windows 2003/2008 Enterprise Servers. Application like SAP, CFR, NDS,NDS OM,NDS AUCTION, CBLO, COSMOS and Ms-Exchange is running on Intel Servers. One file server is established on Windows 2003 server platform.

NHB has one IBM Ultrium Tape Device for proper backup. Therefore, backup policy has to be implemented strictly.

**Database Management**

**SAP, CFR** and other internal applications are running with SQL 2000/2005 as its database. For treasury operation NDS is running with Oracle 9i/11g as its database. It is required to fine tune the performance of the database by regular cleanup activities and also taking regular backups and restoring them whenever necessary.

**Network Management**

In the Bank all the applications are on-line, so constant connectivity between Treasury and RBI, CCIL and ITD Data Center (located at Delhi) is required throughout the business day. The connectivity between Treasury and RBI along with CCIL is maintained by Leased line. As SAP application is accessed by other offices of NHB (e.g Mumbai Office, Hyderabad Office etc.), it is essential to maintain 24X7 network uptime with our

data center and other offices.

Bank has a requirement of Internal LAN Management to establish uninterrupted connectivity between the Servers and the Clients. For the management of internal network we have installed network equipment such as CISCO Routers, Switches.

The Bank also get internet facility from two ISP namely Reliance and Tata communication through leased line facility. The Bank is also in the process of establishing MPLS network to connect all of its offices which is expected to be implemented soon. With the increased importance of internet in the organization, it is required to have an uninterrupted service by the regular follow up with the ISPs whenever necessary.

### **Information Security Management**

Maintenance of PIX firewall, Intuition Prevention System (IPS) . Monitoring log and alerts and reporting the same to the authority. Applying policies /rules as and when required.

All applications are based on PKI, so knowledge in public key, private key, classification of different certificates (Class II, Class III), Digital signature and procurement process for the same is essential.

Management of Content Filtering Tool (Web-Sense), Antivirus software both in centralized environment and stand alone environment.

### **Preventive Maintenance and Performance Reporting**

It is required to have preventive maintenance activities for following items:

- Hardware Items (Servers/PCs/Laptops/Printers/Scanners etc.)
- All Hardware items should be checked on half yearly basis
- Operating system and other System Software
- Databases
- Network equipments (Router, Modems, Network Cables & Ports, Switches etc)
- UPS
- Firewall

Reporting on system performance along with recommendations for any corrective course

of action has to be submitted on weekly basis to the designated officer of the Bank.

### **End-user Support**

Provide instant support to the end user for problems, which may arise due to different applications running in the organisation, Operating Systems, printers, network etc.

Instant support also needs to be provided on the installed computers and printers in the resident offices of CMD and EDs whenever required.

Laptops are being provided to the officers to facilitate them to work while being away from the office premise. Similar type of support has to be provided to these laptops and the applications authorized by the Bank running in these laptops.

Only designated engineers from ITFM vendor authorized to carry out these activities

The scope of services provided should include the following:

1. Instant end user support as described above.
2. Administer and maintain network, security issues, servers and end-user issues.
3. Manage databases and provide database support. Periodic database tuning for ensuring optimal performance.
4. Perform backup regularly, perform restoration of database whenever required.
5. Monitoring and purging of logs (System, Application and Security logs) at regular intervals.
6. Ensuring 99% of uptime of the network connectivity for the applications like PDO-NDS, NDS-OM, CBLO with the regular follow up with the service providers and accessibility to all the identified users.
7. Managing network security and connectivity.
8. Trouble-shoot network related issues.
9. Network configuration whenever required.
10. Provide daily and weekly diagnostic reports.

11. Submit reports as and when required to the designated authority regarding performance, problems faced and resolution provided.

**Items to be included under FMS after implementation.**

**Hardware Items:-**

BACKUP DEVICES	6
PCS	190
Laptops	70
Network Devices (ASA Firewalls (6) / Routers (6) / Swtiches / KVM Switches / Wi-fi routers etc.)	65
Server and Management Console	42
UPS (650 VA)	40
Scanners	7
Racks and PDU	6
Projector	3
Printer (Laser Jets)	75
Printers (Desk Jet and Dot Matrix)	10
RACK UPS APC 12 KVA and 16 KVA	2
APC UPS 15 KVA	2
APC LX 5000	2
Panaboard (Inteactive Board)	1
KIOSK (MODEL No.F-12-D) with Accessories	3

**Application Software:-**

- MS Exchange Server 2007
- MS Internet Security and Acceleration Server 2006 (Proxy Server)
- MS SQL Server 2000/2005
- Oracle 9i/11g
- Trend Micro Neat Suite (Server Protect, Scan Mail, Antispyware)/IMSS
- Windows Software Update Server – System Center Essential 2007
- Microsoft Office (XP Standard & Office 2007)
- McAfee
- Websense
- SAP Frontend Application
- MS Visio 2007
- MS Project 2007
- Tally ERP 9

- Adobe Professional
- Akruti Vistaar
- Miscellaneous Software

#### **Operating Systems :-**

- Windows Standard server 2000/2003/2008
- Windows 2003/2008 Enterprise Server
- Windows XP/Vista/7 Professionals
- Windows 2000 Professionals

#### **Network Facility:-**

- DNS and AD
- Militarized Zones and De-Militarized Zones
- Maintenance of 300 network points distributed in 3 floors of HO.
- Maintenance of Patch Panels and Jack Panels in 3 floors.
- Follow up with the service providers of leased line and ISPs (MTNL, Tata Communications , Reliance, MPLS (Supposed to commission by March 2011) )
- Availability of Internet Connection to all users.

IT System procurement/improvement is an ongoing process and the additional item included during the maintenance period also needs to be maintained within the ambit.

#### **Detail of Warranty and AMC**

<b>Delhi Head Office</b>			
<b>S.No.</b>	<b>Items</b>	<b>AMC/Warranty Expiry</b>	<b>Vendor Name</b>
1.	CREATER SPEAKER	09.12.2010	3i-Infotech
2.	DLT-Backup Device	09.12.2010	3i-Infotech
3.	IBM X 345 Server	09.12.2010	3i-Infotech
4.	2 CISCO WS 2950 T-24 switches	09.12.2010	3i-Infotech
5.	2 CISCO WS 2950 T-24 switches	09.12.2010	3i-Infotech
6.	Colour Laser Jet Printer	09.12.2010	3i-Infotech
7.	PCs HP DX6100	09.12.2010	3i-Infotech
8.	PCs HP DX6100	09.12.2010	3i-Infotech
9.	PCs HP DX6100	09.12.2010	3i-Infotech
10.	PCs HP DX6100	09.12.2010	3i-Infotech

11.	PCs HP DX6100	09.12.2010	3i-Infotech
12.	PCs HP DX6100	09.12.2010	3i-Infotech
13.	IBM THINKPAD - T41	09.12.2010	3i-Infotech
14.	IBM THINKPAD - T42	09.12.2010	3i-Infotech
15.	IBM X 345 Server	09.12.2010	3i-Infotech
16.	IBM Thinkcentre and DVD	09.12.2010	3i-Infotech
17.	IBM Thinkcentre and DVD	09.12.2010	3i-Infotech
18.	IBM Thinkcentre and DVD	09.12.2010	3i-Infotech
19.	IBM Thinkcentre and DVD	09.12.2010	3i-Infotech
20.	IBM Thinkcentre and DVD	09.12.2010	3i-Infotech
21.	IBM Thinkcentre and DVD	09.12.2010	3i-Infotech
22.	IBM Thinkcentre and DVD	09.12.2010	3i-Infotech
23.	IBM Thinkcentre and DVD	09.12.2010	3i-Infotech
24.	IBM Thinkcentre and DVD	09.12.2010	3i-Infotech
25.	IBM Thinkcentre and DVD	09.12.2010	3i-Infotech
26.	IBM X 345 Server	09.12.2010	3i-Infotech
27.	IBM Servers	09.12.2010	3i-Infotech
28.	IBM Servers	09.12.2010	3i-Infotech
29.	Symmetra UPS 8 KVA	09.12.2010	3i-Infotech
30.	APC Rack	09.12.2010	3i-Infotech
31.	Speaker-Unique Infoways	09.12.2010	3i-Infotech
32.	IBM X345 Server	09.12.2010	3i-Infotech
33.	APC Racks and Network equipment	09.12.2010	3i-Infotech
34.	PC Server-Unique Infoways	09.12.2010	3i-Infotech
35.	IBM Computer	09.12.2010	3i-Infotech
36.	IBM Computer-(MRO Tr-31/3/2004)	09.12.2010	3i-Infotech
37.	Network Cabling (treasury) Prov.	09.12.2010	3i-Infotech
38.	IBM Computer-(MRO Tr-31/3/2004)	09.12.2010	3i-Infotech
39.	IBM Computer-(MRO Tr-31/3/2004)	09.12.2010	3i-Infotech
40.	RT 5 APC UPS	09.12.2010	3i-Infotech
41.	IBM Computer - KVM SWITCH	09.12.2010	3i-Infotech
42.	Cisco Router 1760 & Accessories	09.12.2010	3i-Infotech
43.	RISER CABLES - PAIRS	09.12.2010	3i-Infotech
44.	NETWORKING ITEMS	09.12.2010	3i-Infotech
45.	Computer components	09.12.2010	3i-Infotech
46.	IBM Computers-(MRO Tr-30/6/2004)	09.12.2010	3i-Infotech

47.	IBM Computers-(MRO Tr-30/6/2004)	09.12.2010	3i-Infotech
48.	COMPAC EP DESKPRO	09.12.2010	3i-Infotech
49.	COMPAC EP DESKPRO	09.12.2010	3i-Infotech
50.	Networking Equipments	09.12.2010	3i-Infotech
51.	Cisco Catalyst 2950 & Accessories	09.12.2010	3i-Infotech
52.	Networking Equipments	09.12.2010	3i-Infotech
53.	HP CD/DVD ROM SERVER	09.12.2010	3i-Infotech
54.	Cisco Router 1760 & Accessories	09.12.2010	3i-Infotech
55.	Unique Peripherals - IBM	09.12.2010	3i-Infotech
56.	PCs with monit-Unique Peri	09.12.2010	3i-Infotech
57.	PCs with monit-Unique Peri	09.12.2010	3i-Infotech
58.	PCs with monit-Unique Peri	09.12.2010	3i-Infotech
59.	Cisco Switch with Gigastack - Network Rack	09.12.2010	3i-Infotech
60.	Cisco Switch with Gigastack - Network Rack	09.12.2010	3i-Infotech
61.	Cisco Switch with Gigastack - Network Rack	09.12.2010	3i-Infotech
62.	Cisco Switch with Gigastack - Network Rack	09.12.2010	3i-Infotech
63.	Unique Infoways-IBM Server (X225)	09.12.2010	3i-Infotech
64.	Unique Infoways-IBM Server (X225)	09.12.2010	3i-Infotech
65.	HUBS AND CABLES	09.12.2010	3i-Infotech
66.	IBM Computer 6833 Model	09.12.2010	3i-Infotech
67.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
68.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
69.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
70.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
71.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
72.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
73.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
74.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
75.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
76.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
77.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
78.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
79.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
80.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
81.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech

82.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
83.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
84.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
85.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
86.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
87.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
88.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
89.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
90.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
91.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
92.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
93.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
94.	IBM Netvista 6824 PC	09.12.2010	3i-Infotech
95.	VST LINK SYSTEM	09.12.2010	3i-Infotech
96.	VST LINK SYSTEM	09.12.2010	3i-Infotech
97.	IBM X345 SERVER	09.12.2010	3i-Infotech
98.	HPDX 6100	09.12.2010	3i-Infotech
99.	IBM SERVER 73.4GB	09.12.2010	3i-Infotech
100.	IBM SERVER 146 GB	09.12.2010	3i-Infotech
101.	SERVER IBM X346 884011A & ASSESSORIES	09.12.2010	3i-Infotech
102.	IBM Total Storage LTO2581 Autoloader & Assessories	09.12.2010	3i-Infotech
103.	Epson EQ-300 Dot Matrix Printer	09.12.2010	3i-Infotech
104.	PRINTER-HP LASER JET 1320	09.12.2010	3i-Infotech
105.	PRINTER-HP LASER JET 1320	09.12.2010	3i-Infotech
106.	PRINTER-HP LASER JET 1320	09.12.2010	3i-Infotech
107.	PRINTER-HP LASER JET 1320	09.12.2010	3i-Infotech
108.	Server IBM X346 (Revised)	09.12.2010	3i-Infotech
109.	CISCO ROUTER	09.12.2010	3i-Infotech
110.	CISCO SWITCH	09.12.2010	3i-Infotech
111.	CISCO SWITCH	09.12.2010	3i-Infotech
112.	CISCO SWITCH	09.12.2010	3i-Infotech
113.	CISCO SWITCH	09.12.2010	3i-Infotech
114.	D LINK 8 PORT SWITCH	09.12.2010	3i-Infotech
115.	COMPAQ NX 6120 NOTEBOOK COMPUTERS	09.12.2010	3i-Infotech
116.	COMPAQ NX 6120 NOTEBOOK COMPUTERS	09.12.2010	3i-Infotech
117.	COMPAQ NX 6120 NOTEBOOK COMPUTERS	09.12.2010	3i-Infotech
118.	COMPAQ NX 6120 NOTEBOOK COMPUTERS	09.12.2010	3i-Infotech

119.	LAPTOP-IBM Z60 1951A24	09.12.2010	3i-Infotech
120.	LAPTOP-SONY VIAO-VGN TX27GP/B	09.12.2010	3i-Infotech
121.	IBM 1U Flat Panel Monitor Kit	09.12.2010	3i-Infotech
122.	IBM 1U Flat Panel Monitor Kit	09.12.2010	3i-Infotech
123.	IBM 1U Flat Panel Monitor Kit	09.12.2010	3i-Infotech
124.	Server IBM Series 306 M	09.12.2010	3i-Infotech
125.	Servers for PDO NDS /BLO	09.12.2010	3i-Infotech
126.	Servers for ROS & PFD-IBMx Series 346	09.12.2010	3i-Infotech
127.	Mail Server-IBM x Series 346	09.12.2010	3i-Infotech
128.	Centralised Antivirus Management Server-IBM	09.12.2010	3i-Infotech
129.	Additional Domain Controller-IBM x series 346	09.12.2010	3i-Infotech
130.	IBM Server X346(8 GB DDR RAM(8x 1GB)	09.12.2010	3i-Infotech
131.	IBM X 346 4GB DDR RAM (4x1GB)	09.12.2010	3i-Infotech
132.	PRINTER HP LJ 2840 (S/No. CNRJ664009)	09.12.2010	3i-Infotech
133.	PRINTER HP LJ 2840 (S/No.CNRJ664085)	09.12.2010	3i-Infotech
134.	LAPTOP IBM R60 (S/No.L3B1120)	09.12.2010	3i-Infotech
135.	LAPTOP IBM R60 (S/No.L3B1094)	09.12.2010	3i-Infotech
136.	LAPTOP IBM R60 (S/No.L3B1074)	09.12.2010	3i-Infotech
137.	LAPTOP IBM R60 (S/No.L3B1112)	09.12.2010	3i-Infotech
138.	LAPTOP IBM R60 (S/No.L3B1116)	09.12.2010	3i-Infotech
139.	LAPTOP IBM R60 (S/No.L3B1128)	09.12.2010	3i-Infotech
140.	LAPTOP IBM R60 (S/No.L3B1069)	09.12.2010	3i-Infotech
141.	LAPTOP IBM R60 (S/No.L3B1168)	09.12.2010	3i-Infotech
142.	KVM 16 port Switch(D Link)	09.12.2010	3i-Infotech
143.	CISCO FIREWALL-CISCO ASA 5510	09.12.2010	3i-Infotech
144.	LAPTOP IBM R60 (S/No.L3B1124)	09.12.2010	3i-Infotech
145.	LAPTOP IBM R60 (S/No.L3B1065)	09.12.2010	3i-Infotech

146.	LAPTOP IBM R60 (S/No.L3B1170)	09.12.2010	3i-Infotech
147.	LAPTOP IBM R60 (S/No.L3B1055)	09.12.2010	3i-Infotech
148.	LAPTOP IBM R60 (S/No.L3B1130)	09.12.2010	3i-Infotech
149.	LAPTOP IBM R60 (S/No.L3B1151)	09.12.2010	3i-Infotech
150.	LAPTOP IBM R60 (S/No.L3B1141)	09.12.2010	3i-Infotech
151.	LAPTOP IBM R60 (S/No.L3B1176)	09.12.2010	3i-Infotech
152.	IBM NETFINITY SERVER X346	09.12.2010	3i-Infotech
153.	SCANNER HP SCANJET 8390	09.12.2010	3i-Infotech
154.	SCANNER HP SCANJET 8390	09.12.2010	3i-Infotech
155.	PRINTER HP OJ 6318	09.12.2010	3i-Infotech
156.	UPS APC 650 VA	09.12.2010	3i-Infotech
157.	UPS APC 650 VA	09.12.2010	3i-Infotech
158.	UPS APC 650 VA	09.12.2010	3i-Infotech
159.	PRINTER HP LJ 1320	09.12.2010	3i-Infotech
160.	PRINTER OFFICEJET 6318 (HP)	09.12.2010	3i-Infotech
161.	PRINTER OFFICEJET 6318 (HP)	09.12.2010	3i-Infotech
162.	PRINTER OFFICEJET 6318 (HP)	09.12.2010	3i-Infotech
163.	ATEN 16 PORT HIGH DENSITY KVM SWITCH	09.12.2010	3i-Infotech
164.	KIOSKS PITTAL OPTILINE WITH	09.12.2010	3i-Infotech
165.	IBM THINKCENTRE COMPUTER M-55	09.12.2010	3i-Infotech
166.	17" OPEN FRAME TFT MONITOR	09.12.2010	3i-Infotech
167.	17" FLAT TOUCHSCREEN KIT	09.12.2010	3i-Infotech
168.	PRINTER HP LJ 2014(S/No. CNBR75N023)	09.12.2010	3i-Infotech
169.	PRINTER HP LJ 2014(S/No. CNBR75N01S)	09.12.2010	3i-Infotech
170.	PRINTER HP LJ 2014(S/No. CNBR75N01Z)	09.12.2010	3i-Infotech
171.	PRINTER HP LJ 2014(S/No. CNBR75N012N)	09.12.2010	3i-Infotech
172.	PRINTER HP LJ 2014(S/No. CNBR75N022)	09.12.2010	3i-Infotech
173.	PRINTER HP LJ 2014(S/No. CNBR75N01B)	09.12.2010	3i-Infotech
174.	PRINTER HP LJ 2014(S/No. CNBR75N02D)	09.12.2010	3i-Infotech

175.	PRINTER HP LJ 2014(S/No. CNBR75N025)	09.12.2010	3i-Infotech
176.	PRINTER HP LJ 2014(S/No. CNBR75N01M)	09.12.2010	3i-Infotech
177.	PRINTER HP LJ 2014(S/No. CNBR75N02J)	09.12.2010	3i-Infotech
178.	PRINTER HP LJ 2014(S/No. CNBR75N021)	09.12.2010	3i-Infotech
179.	PRINTER HP LJ 2014(S/No. CNBR75N0F6)	09.12.2010	3i-Infotech
180.	PRINTER HP LJ 2014(S/No. CNBR75N02S)	09.12.2010	3i-Infotech
181.	HP COMPAQ 6710B LAPTOP	09.12.2010	3i-Infotech
182.	HP COMPAQ 6710B LAPTOP	09.12.2010	3i-Infotech
183.	HP COMPAQ 6710B LAPTOP	09.12.2010	3i-Infotech
184.	HP COMPAQ 6710B LAPTOP	09.12.2010	3i-Infotech
185.	HP COMPAQ 6710B LAPTOP	09.12.2010	3i-Infotech
186.	HP COMPAQ 6710B LAPTOP	09.12.2010	3i-Infotech
187.	HP COMPAQ 6710B LAPTOP	09.12.2010	3i-Infotech
188.	HP COMPAQ 6510B LAPTOP	09.12.2010	3i-Infotech
189.	COMPAQ DX-7380 WITH MOITOR	09.12.2010	3i-Infotech
190.	COMPAQ DX-7380 WITH MOITOR	09.12.2010	3i-Infotech
191.	COMPAQ DX-7380 WITH MOITOR	09.12.2010	3i-Infotech
192.	COMPAQ DX-7380 WITH MOITOR	09.12.2010	3i-Infotech
193.	COMPAQ DX-7380 WITH MOITOR	09.12.2010	3i-Infotech
194.	COMPAQ DX-7380 WITH MOITOR	09.12.2010	3i-Infotech
195.	COMPAQ DX-7380 WITH MOITOR	09.12.2010	3i-Infotech
196.	COMPAQ DX-7380 WITH MOITOR	09.12.2010	3i-Infotech
197.	COMPAQ DX-7380 WITH MOITOR	09.12.2010	3i-Infotech
198.	COMPAQ DX-7380 WITH MOITOR	09.12.2010	3i-Infotech
199.	COMPAQ DX-7380 WITH MOITOR	09.12.2010	3i-Infotech
200.	COMPAQ DX-7380 WITH MOITOR	09.12.2010	3i-Infotech
201.	COMPAQ DX-7380 WITH MOITOR	09.12.2010	3i-Infotech

202.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
203.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
204.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
205.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
206.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
207.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
208.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
209.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
210.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
211.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
212.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
213.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
214.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
215.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
216.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
217.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
218.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
219.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
220.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
221.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
222.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
223.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
224.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
225.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech

226.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
227.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
228.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
229.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
230.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
231.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
232.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
233.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
234.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
235.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
236.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
237.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
238.	COMPAQ MOITOR	DX-7380	WITH	09.12.2010	3i-Infotech
239.	HP LAPTOP	6710B		07.01.2011	Velocis
240.	HP LAPTOP	6710B		07.01.2011	Velocis
241.	HP LAPTOP	6710B		07.01.2011	Velocis
242.	HP LAPTOP	6710B		07.01.2011	Velocis
243.	HP LAPTOP	6710B		07.01.2011	Velocis
244.	HP LAPTOP	6710B		07.01.2011	Velocis
245.	HP LAPTOP	6710B		07.01.2011	Velocis
246.	Monitor	17'TFT	HP -	09.12.2010	3i-Infotech
	2006A12A72A				
247.	CISCO WS-C2950SX-24	Switch		09.12.2010	3i-Infotech
248.	CISCO CATALYST	2960/2950	SWITCH	09.12.2010	3i-Infotech
249.	APC SYMMETRA	UPS &	ACCESSORIES	09.12.2010	3i-Infotech
250.	CISCO CATALYST	SWITCHES		09.12.2010	3i-Infotech
251.	CISCO CATALYST	SWITCHES		09.12.2010	3i-Infotech
252.	CISCO CATALYST	SWITCHES		09.12.2010	3i-Infotech
253.	DELL 1409X	PROJECTOR		05.06.2011	Microchip
254.	DELL 1409X	PROJECTOR		05.06.2011	Microchip
255.	EXTERNAL TAPE	DRIVE (LTO)		05.06.2011	Microchip

256.	EXTERNAL TAPE DRIVE (LTO)	05.06.2011	Microchip
257.	CISCO 1841 MODULAR ROUTER	09.12.2010	3i-Infotech
258.	CISCO ASA 5505 SECURITY PLUS FIREWALL	09.12.2010	3i-Infotech
259.	CISCO AIRONET 1130 AG Wi-Fi	09.12.2010	3i-Infotech
260.	CISCO AIRONET 1130 AG Wi-Fi	09.12.2010	3i-Infotech
261.	CISCO AIRONET 1130 AG Wi-Fi	09.12.2010	3i-Infotech
262.	Link Sys Wi-Fi WRT54G	09.12.2010	3i-Infotech
263.	SERVER IBM X 3650	30.06.2011	Microchip
264.	SERVER IBM X 3650	30.06.2011	Microchip
265.	SERVER IBM X 3650	30.06.2011	Microchip
266.	SERVER IBM X 3650	30.06.2011	Microchip
267.	POWER CORDS	09.12.2010	3i-Infotech
268.	POWER DISTRIBUTION UNIT	09.12.2010	3i-Infotech
269.	HP LASER JET PRINTER P2015DN	09.12.2010	3i-Infotech
270.	HP LASER JET PRINTER P2015DN	09.12.2010	3i-Infotech
271.	HP LASER JET PRINTER P2015DN	09.12.2010	3i-Infotech
272.	HP LASER JET PRINTER P2015DN	09.12.2010	3i-Infotech
273.	HP LASER JET PRINTER P2015DN	09.12.2010	3i-Infotech
274.	HP LASER JET PRINTER P2015DN	09.12.2010	3i-Infotech
275.	HP LASER JET PRINTER P2015DN	09.12.2010	3i-Infotech
276.	HP LASER JET PRINTER P2015DN	09.12.2010	3i-Infotech
277.	HP LASER JET PRINTER P2015DN	09.12.2010	3i-Infotech
278.	HP LASER JET PRINTER P2015DN	09.12.2010	3i-Infotech
279.	LAPTOP (Lenovo Thinkpad T-Series)	09.12.2010	3i-Infotech
280.	APC Power Distribution Unit & Power Cord	09.12.2010	3i-Infotech
281.	HP LAPTOP 6510B	09.12.2010	3i-Infotech
282.	HP LAPTOP 6510B	09.12.2010	3i-Infotech
283.	HP LAPTOP 6510B	09.12.2010	3i-Infotech
284.	HP LAPTOP 6510B	09.12.2010	3i-Infotech
285.	HP LAPTOP 6510B	09.12.2010	3i-Infotech
286.	HP LAPTOP 6510B	09.12.2010	3i-Infotech
287.	HP LAPTOP 6510B	09.12.2010	3i-Infotech

288.	HP LAPTOP 6510B	09.12.2010	3i-Infotech
289.	KIOSK (MODEL No.F-12-D) with Accessories	30.11.11	Religare at Mumbai
290.	KIOSK (MODEL No.F-12-D) with Accessories	30.11.11	Religare
291.	SERVER IBM X 3650	05.01.2012	Microchip
292.	NOTEBOOK HP COMPAQ 6531S	09.12.2010	3i-Infotech
293.	NOTEBOOK HP COMPAQ 6531S	09.12.2010	3i-Infotech
294.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
295.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
296.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
297.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
298.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
299.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
300.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
301.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
302.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
303.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
304.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
305.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
306.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
307.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
308.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
309.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
310.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
311.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
312.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
313.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
314.	Lenovo PC MODEL 7373B6Q	09.02.2012	PC Solutions
315.	IBM SYSTEM X3650 with accessories	20.01.2012	Religare
316.	CISCO Security Firewall ASA5510	09.12.2010	3i-Infotech
317.	APC POWER DISTRIBUTION UNIT	09.12.2010	3i-Infotech
318.	APC POWER DISTRIBUTION UNIT	09.12.2010	3i-Infotech
319.	APC SERVER RACK 42 U	09.12.2010	3i-Infotech
320.	IBM MANAGEMENT CONSOLE 17"1U RACK	09.12.2010	3i-Infotech
321.	KVM SWITCH 16 PORT	09.12.2010	3i-Infotech

322.	COMPAQ DX-2480 WITH 15" TFT MOITOR	20.05.2012	PC Solutions
323.	COMPAQ DX-2480 WITH 15" TFT MOITOR	20.05.2012	PC Solutions
324.	COMPAQ DX-2480 WITH 15" TFT MOITOR	20.05.2012	PC Solutions
325.	COMPAQ DX-2480 WITH 15" TFT MOITOR	20.05.2012	PC Solutions
326.	COMPAQ DX-2480 WITH 15" TFT MOITOR	20.05.2012	PC Solutions
327.	COMPAQ DX-2480 WITH 15" TFT MOITOR	20.05.2012	PC Solutions
328.	COMPAQ DX-2480 WITH 15" TFT MOITOR	20.05.2012	PC Solutions
329.	COMPAQ DX-2480 WITH 15" TFT MOITOR	20.05.2012	PC Solutions
330.	COMPAQ DX-2480 WITH 15" TFT MOITOR	20.05.2012	PC Solutions
331.	COMPAQ DX-2480 WITH 15" TFT MOITOR	20.05.2012	PC Solutions
332.	COMPAQ DX-2480 WITH 15" TFT MOITOR	20.05.2012	PC Solutions
333.	COMPAQ DX-2480 WITH 15" TFT MOITOR	20.05.2012	PC Solutions
334.	COMPAQ DX-2480 WITH 15" TFT MOITOR	20.05.2012	PC Solutions
335.	COMPAQ DX-2480 WITH 15" TFT MOITOR	20.05.2012	PC Solutions
336.	COMPAQ DX-2480 WITH 17" TFT MOITOR	20.05.2012	PC Solutions
337.	UPS 15 KVA	19.05.2011	Microchip
338.	Interactive Board with Accessories and HP 910 DJ Printer	22.06.2012	Microchip
339.	Projector with Accessories	09.06.11	Microchip
340.	Colour Printer 2025 DN	09.12.2010	3i-Infotech
341.	Colour Printer 2025 DN	09.12.2010	3i-Infotech
342.	Printer P 2055	09.12.2010	3i-Infotech
343.	Printer P 2055	09.12.2010	3i-Infotech
344.	Printer P 2055	09.12.2010	3i-Infotech
345.	Printer P 2055	09.12.2010	3i-Infotech
346.	Printer P 2055	09.12.2010	3i-Infotech
347.	Printer P 2055	09.12.2010	3i-Infotech
348.	Printer P 2055	09.12.2010	3i-Infotech
349.	Printer P 2055	09.12.2010	3i-Infotech
350.	HP LJ 5200 DTN Printer	02.09.2012	Microchip

351.	CISCO Firewall with accessories	09.12.2010	3i-Infotech
352.	CISCO Firewall with accessories	09.12.2010	3i-Infotech
353.	CISCO Catalyst PORT Switch	09.12.2010	3i-Infotech
354.	Printer HP LJ 1007	09.12.2010	3i-Infotech
355.	Printer HP LJ 1007	09.12.2010	3i-Infotech
356.	Printer HP LJ 1007	09.12.2010	3i-Infotech
357.	Printer HP LJ 1007	09.12.2010	3i-Infotech
358.	Printer HP LJ 1007	09.12.2010	3i-Infotech
359.	Printer HP LJ 1007	09.12.2010	3i-Infotech
360.	Printer HP LJ 1007	09.12.2010	3i-Infotech
361.	Printer HP LJ 1007	09.12.2010	3i-Infotech
362.	Printer HP LJ 1007	09.12.2010	3i-Infotech
363.	Printer HP LJ 1007	09.12.2010	3i-Infotech
364.	DELL PC OPTIPLEX 360	27.08.2011	Religare
365.	DELL PC OPTIPLEX 360	27.08.2011	Religare
366.	DELL PC OPTIPLEX 360	27.08.2011	Religare
367.	DELL PC OPTIPLEX 360	27.08.2011	Religare
368.	DELL PC OPTIPLEX 360	27.08.2011	Religare
369.	DELL PC OPTIPLEX 360	27.08.2011	Religare
370.	DELL PC OPTIPLEX 360	27.08.2011	Religare
371.	DELL PC OPTIPLEX 360	27.08.2011	Religare
372.	DELL PC OPTIPLEX 360	27.08.2011	Religare
373.	DELL PC OPTIPLEX 360	27.08.2011	Religare
374.	DELL PC OPTIPLEX 360	27.08.2011	Religare
375.	DELL PC OPTIPLEX 360	27.08.2011	Religare
376.	DELL PC OPTIPLEX 360	27.08.2011	Religare
377.	DELL PC OPTIPLEX 360	27.08.2011	Religare
378.	DELL PC OPTIPLEX 360	27.08.2011	Religare
379.	IBM Management Console	09.12.2010	3i-Infotech
380.	CISCO Catalyst 2960 SX24 PORT Switch	09.12.2010	3i-Infotech
381.	LENOVO DESKTOP PC	18.11.2012	PC Solutions
382.	LENOVO DESKTOP PC	18.11.2012	PC Solutions
383.	LENOVO DESKTOP PC	18.11.2012	PC Solutions
384.	LENOVO DESKTOP PC	18.11.2012	PC Solutions
385.	LENOVO DESKTOP PC	18.11.2012	PC Solutions
386.	LENOVO DESKTOP PC	18.11.2012	PC Solutions
387.	LENOVO DESKTOP PC	18.11.2012	PC Solutions
388.	LENOVO DESKTOP PC	18.11.2012	PC Solutions
389.	LENOVO DESKTOP PC	18.11.2012	PC Solutions
390.	LENOVO DESKTOP PC	18.11.2012	PC Solutions
391.	PRINTER HP LJP 2055DN	28.09.2012	Microchip

392.	PRINTER HP LJP 2055DN	28.09.2012	Microchip
393.	PRINTER HP LJP 2055DN	28.09.2012	Microchip
394.	PRINTER HP LJP 2055DN	28.09.2012	Microchip
395.	PRINTER HP LJP 2055DN	28.09.2012	Microchip
396.	PRINTER HP LJP 2055DN	28.09.2012	Microchip
397.	PRINTER HP LJP 2055DN	28.09.2012	Microchip
398.	PRINTER HP LJP 2055DN	28.09.2012	Microchip
399.	PRINTER HP LJP 2055DN	28.09.2012	Microchip
400.	PRINTER HP LJP 2055DN	28.09.2012	Microchip
401.	HP LJ 5200 Printer	22.11.2012	Microchip
402.	HP LJ 1312 NFI	12.01.2013	Microchip
403.	HP Scanner 6350	12.01.2013	Microchip
404.	HP Scanner 6350	12.01.2013	Microchip
405.	HP Scanner 6350	12.01.2013	Microchip
406.	HP Laptop 8530W	10.12.2012	Microchip
407.	HP Laptop 8530W	10.12.2012	Microchip
408.	HP Laptop 8530W	10.12.2012	Microchip
409.	HP LJ 1008	10.12.2012	Microchip
410.	HP LJ 1008	10.12.2012	Microchip
411.	HP LJ 1008	10.12.2012	Microchip
412.	HP LJ 1008	10.12.2012	Microchip
413.	HP LJ 1008	10.12.2012	Microchip
414.	LAPTOP HP 6440B	01.05.2013	Microchip
415.	LAPTOP HP 6440B	01.05.2013	Microchip
416.	LAPTOP HP 6440B	01.05.2013	Microchip
417.	LAPTOP HP 6440B	01.05.2013	Microchip
418.	LAPTOP HP 6440B	01.05.2013	Microchip

<b>Mumbai Representative Office</b>			
419.	Cisco 1841	09.12.2010	3i-infotech
420.	Cisco 1700 (CBLO Router)	09.12.2010	3i-infotech
421.	Cisco 2950 switch	09.12.2010	3i-infotech
422.	Cisco 2950 switch	09.12.2010	3i-infotech
423.	Cisco 2950 switch	09.12.2010	3i-infotech
424.	Cisco 5510 firewall	09.12.2010	3i-infotech
425.	Cisco 1760	09.12.2010	3i-infotech
426.	GEO START E Switch	09.12.2010	3i-infotech
427.	3COM SWITCH	09.12.2010	3i-infotech
428.	CISCO ASA 5505	09.12.2010	3i-infotech
429.	HP Network Printer 2600 N	09.12.2010	3i-infotech

430.	HP Laser jet P 2014	09.12.2010	3i-infotech
431.	HP Laser jet 1200	09.12.2010	3i-infotech
432.	HP Laser jet P 2014	09.12.2010	3i-infotech
433.	HP Laser jet P 2015	09.12.2010	3i-infotech
434.	HP Laser jet 2055	01.08.2011	Efcom infotech
435.	HP Laser jet 2055	01.08.2011	Efcom infotech
436.	HP Laser jet 2055	01.08.2011	Efcom infotech
437.	HP Laser jet 2055	01.08.2011	Efcom infotech
438.	HP Laser jet 2055	01.08.2011	Efcom infotech
439.	HP Laser jet 1008	01.08.2011	Efcom infotech
440.	HP Laser jet 1008	01.08.2011	Efcom infotech
441.	HP Laser jet 1005	01.08.2011	Efcom infotech
442.	HP Laser jet 1006	01.08.2011	Efcom infotech
443.	HP Laser jet 1006	01.08.2011	Efcom infotech
444.	Epson Dot Matrix LQ 2070	09.12.2010	3i-infotech
445.	Epson Dot Matrix LQ 300 +	09.12.2010	3i-infotech
446.	IBM-843456A	09.12.2010	3i-infotech
447.	IBM 843456A	09.12.2010	3i-infotech
448.	IBM-6833E6Q	09.12.2010	3i-infotech
449.	IBM-6049D2A	09.12.2010	3i-infotech
450.	IBM ultrium LTO 3	09.12.2010	3i-infotech
451.	IBM ultrium LTO 3	09.12.2010	3i-infotech
452.	Aten KVM Switch CS 1758	09.12.2010	3i-infotech
453.	APC SURT 6000 UXI UPS+BATTERY (16 NOS)	09.12.2010	3i-infotech
454.	APC RACK LCD MONITOR ,KBD ,MOUSE	09.12.2010	3i-infotech
455.	KIOSK MACHINE HP DX 7380 & TFT	09.12.2010	3i-infotech
456.	IBM System x3650	09.12.2010	3i-infotech
457.	IBM System x3650	09.12.2010	3i-infotech
458.	IBM System x3650	09.12.2010	3i-infotech
459.	IBM System x3650	09.12.2010	3i-infotech
460.	Hp Compaq 7380 MT	01.03.2011	Efcom infotech
461.	Hp Compaq 7380 MT	01.03.2011	Efcom infotech
462.	Hp Compaq 7380 MT	01.03.2011	Efcom infotech
463.	Hp Compaq 7380 MT	01.03.2011	Efcom infotech
464.	Hp Compaq DX 280	01.06.2012	Efcom infotech
465.	Hp Compaq DX 280	01.01.2013	Efcom infotech
466.	Hp Compaq DX 280	01.01.2013	Efcom infotech
467.	Hp Compaq DX 280	01.01.2013	Efcom infotech
468.	Hp Compaq DX 280	01.01.2013	Efcom infotech

469.	Hp Compaq DX 2480	01.08.2013	Efcom infotech
470.	Hp Compaq DX 2480	01.08.2013	Efcom infotech
471.	Hp Compaq 3090	01.08.2013	Efcom infotech
472.	Lenovo 3000	09.12.2010	3i-infotech

**Note:- After Completion of Warranty/AMC period mentioned above, bank shall not renew the same. Facility Management Service provider may have back to back arrangement with OEM wherever required.**

**Annexure - E**

**Pre Qualification Criteria:**

The bidders must meet the following pre qualification criteria

- i. Average turnover of bidding company (not parent company) for the last three financial years must exceed Rs. 10 Crore (Documentary proof to be provided).
- ii. Should have valid SEI CMM Level 2 certification or ISO 9001:2000 valid certification.
- iii. The Company should have 50 qualified engineers (either Degree or Diploma holder) more on its roll and Technical support office at National Capital Region (NCR) and Mumbai
- iv. Should have experience in providing I.T. facility management services at least in two organizations having centralized datacenter.

**Note: Bidders must submit documentary proof establishing the qualification of the above mentioned criteria.**

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